

# UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS – AUGUST, 2023

## SECTION A: COMPLAINT RECEIVED AND REDRESSAL

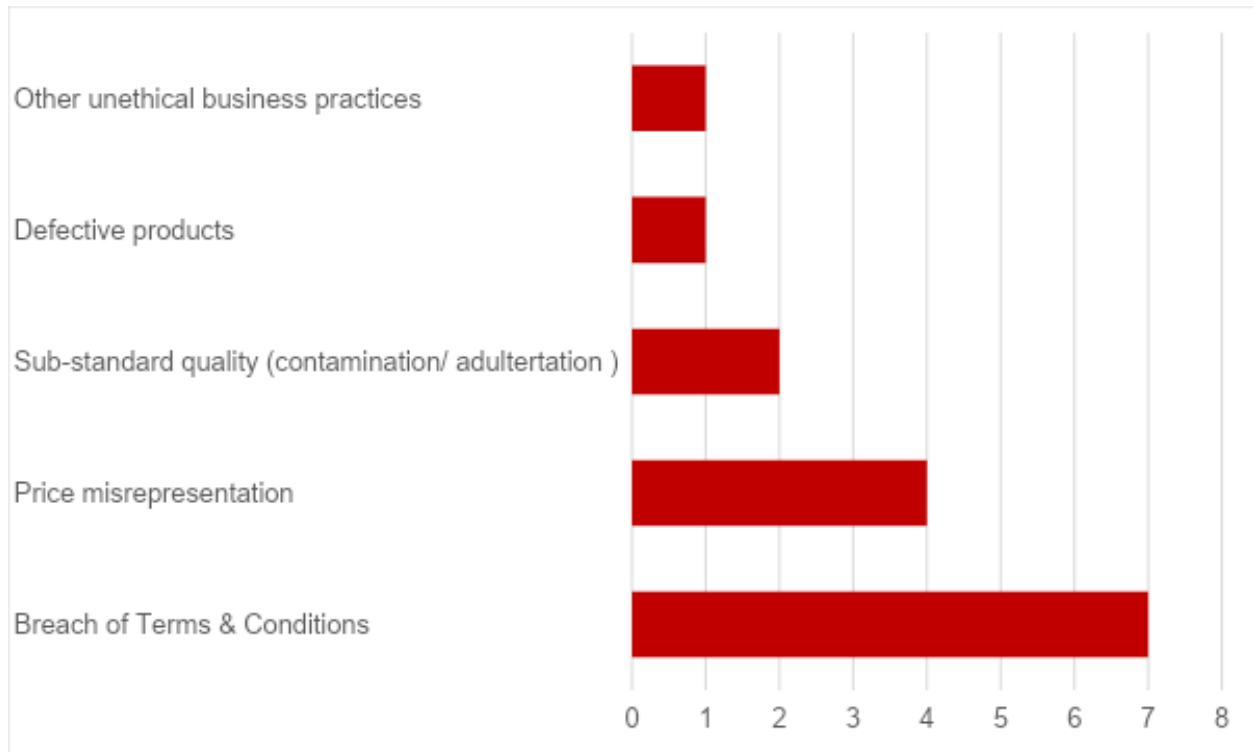
The CCAA received a total of 15 consumer complaints during August, 2023; of which 10 were fully resolved while five are still under investigation and redressal process.

80 % of the complaints were individual grievances - wherein the aggrieved individual sought redressal. Rest of the complaints were general in nature – wherein more than one person may be impacted due to a wrong business practice and compensation.

Majority of the grievances were against businesses violating the terms and conditions of the business. Cases of price misrepresentation by businesses wherein false information are provided to potential consumers resulting in payment of significantly higher prices were also significant.

Throughout August, there were several complaints of contaminated High-Speed Diesel (HSD) fuel. This occurred first at the Ramtokto Petroleum Retail Outlet (PRO) and later at the Chubachu PRO (Fig. I).

FIG. I: COMPLAINTS BY NATURE



## SECTION B: MARKET SURVEILLANCE

In August, the CCAA focussed majorly on the PROs within Thimphu. Inspection took place from August 24, 2023, with the aim of verifying the accuracy of fuel volume dispensed based on the following criteria:

- Precision of the dispensed volume;
- Proper display of the Retail Selling Price (RSP) of fuel;
- Issuance of accurate money receipts;
- Use of standardized weights and measures, and
- Adherence to minimum safety standards;

A total of seven PROs were covered - Damchen Petroleum Distributor Private Ltd. in Changzamtog and Semtokha; Bhutan Oil Distributor in Motithang and Lungtenzampa; Druk Petroleum Corporation Ltd. in Chubachu; STCBL in Ramtoktok and Druk Petroleum Corporation Ltd. at Langdro under Thimphu Dzongkhag.

At the time of inspection, all PROs were found to be in compliance to all rules and regulations including to the standards prescribed in the 'Storage, Handling & Dispensing of Fuels at the Fuel Retail Outlets' guideline.

### **SECTION C: CONSUMER DISPUTE REFERRED TO DISPUTE SETTLEMENT COMMITTEE (DSC)**

The major complaints received by the CCAA were related to complaints by owners of 2 types/ brands of Electric Vehicles against the same supplier. Following investigations and mediation, where an amicable solution could not be agreed upon, the two disputes were escalated to the Dispute Settlement Committee (DSC) of Thimphu Thromde. While the DSC passed their verdicts, both cases, the CCAA learnt through BBS and Kuensel will be pursued in the court of law by the disputants.

### **SECTION D: ACTION(S) TAKEN**

The CCAA facilitated refund amounting to Nu.16, 937/ to five aggrieved consumers ranging from Nu. 180 to Nu. 5,200.

The CCAA also guaranteed DPCL and STCBL fully repair the 72 vehicles that were damaged by contaminated fuel. Rectification letters were issued to both companies to ensure safety measures be put in place to ensure such mishaps do not occur in the future.

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